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Docket No.: 8827.008.00-US  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Earl D. Cox

Application No.: 10/032,967

Group Art Unit: N/A

Filed: October 26, 2001

Examiner: Not Yet Assigned

For: BEHAVIOR EXPERTS IN E-SERVICE  
MANAGEMENT

**FIRST PRELIMINARY AMENDMENT**

**RECEIVED**

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

JUN 3 0 2003

Technology Center 2100

Dear Sir:

**INTRODUCTORY COMMENTS**

Prior to examination on the merits, please amend the above-identified U.S. patent application as follows: